

SHYAM KRISHNAN.A

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Objective

- To seek a suitable challenging position in a dynamic organization that welcomes initiative and dedication and demands excellence in consistently meeting business objectives and exceeding standards. To contribute my international educational and cultural exposure and utilize the present resource of the organization for the growth of the business within and on an international level.
- Explorer by heart and strategist by choice, I am also a **Certified Hospitality Revenue Manager**.

Quick Profile Overview

- Possess over 11+ years of diversified professional work experience in **India, Singapore, Dubai, and Iraq**.
- A competent professional, **experience** in the **Hotel and Service industry**.
- Attained skills necessary to manage job roles and motivate subordinates to its fullest potential for a profitable business.
- Excel at interfacing, corresponding, and communicating with others at all levels to ensure organizational goals are attained.
- Possess excellent interpersonal, analytical, and leadership skills.

Computer Skills

- Excellent Knowledge of the Hospitality Front Office operating software's – PAR Springer Miller- Miller Systems 3.01, Amadeus AMS, Galileo, OnQ PMS, Opera PMS
- Revenue Management Software's – IDEAS, OnQR&I, SynXis, RateTiger- RateGain, Travel Click, Nor 1 Estand By, Site Minder, OTA INSIGHTS, Pegasus CRS, Trust Voyager, BI, Ideas V5, PRIO, RESERVE, COGNOS
- Microsoft Word, Excel, and PowerPoint

Professional Work Experience

- Crowne Plaza, Cochin**
Revenue Manager – **December 2021 – Present**
- Hyatt Regency Ahmedabad**
Revenue Manager – **July 2020 – August 2021**
- Babylon Rotana – 284 Rooms**
Director of Revenue – **October 2019 – April 2020**
- Gevora Hotel -528 Rooms (Preopening Team Member)**
Revenue Manager – **Feb 2018 – Sep 2019** Preopening team member of the World's Tallest Hotel.
- Grand Excelsior Hotel (Preferred Hotels)**
Revenue Manager – **July 2016 – January 2018**
Cluster role for Grand Excelsior Hotel Bur Dubai & Grand Excelsior Hotel Deira (Formerly Sheraton Deira)
- Al Khoory Hotels, Dubai – 2015 – July 2016**
Revenue & Reservations Manager

- **Hilton Garden Inn Trivandrum (Hilton Worldwide) 2013 – 2015**
Reservations Manager at the Revenue Department. (Preopening Team Member)
- **Vivanta by Taj Trivandrum, Kerala India 02ndFeb2011 - 30th July2013**
Worked as a Revenue & Reservations Team Leader at the Reservations department.
- **Somatheeram Ayurvedic Beach Resort. 03rdJanuary 2010 -30thDecember 2010**
Worked at the Central Reservations, as Assistant Reservations Manager.
- **The Muthoot Plaza (A Sarovar Primere Hotel) 03rdJan 05 – 07th Feb2008**
Worked as a Restaurant Captain.
 - Captain - Nandan Plaza, Kottarakara 01/08/2003 – 31/08/2005
 - Team Member - The Beach Castle 01/10/2002 – 05/06/2003
 - Completed 6-month job attachment in Serangoon Air Travels PTE LTD, Singapore.

Achievements

- “Attended training programme for “CUSTOMER CARE” conducted by institute of HOTEL MANGEMENT & CATERING TECHNOLOGY. (MINISTRY OF TOURISM, GOVT OF INDIA).
- An active member of Overseas Students Association (OSA) participated as a volunteer in youth Olympics logo inaugural ceremony and can run event conducted at SMU campus.
- “Employ of the month award “given by the General Manager of Hilton Garden Inn, Trivandrum.
- “Recognition letter” for converting enquiries into business “given by the General Manager of Hilton Garden Inn, Trivandrum.

Educational Credentials

- 2012- 2013: Certified Hospitality Revenue Manager Certification from American Hotel & Lodging Educational
- 2009-2010: WSQ Diploma in Tourism Management, Tourism Management Institute of Singapore,
- 2001 – 2003: Diploma in Hotel Management from Munnar Catering College, Munnar, India (AH & LA)
- 1997-1999: Pre –Degree, Mahatma Gandhi College, Kerala University, Kerala, India.

Languages Known:

English, Hindi, Tamil, and Malayalam

Personal Details

Date of Birth:	May 24, 1981
Nationality:	Indian
Marital Status:	Married
Interests:	Traveling, Cricket, Badminton and Music.

Reference

1. Mr. Puneet Baijal
General Manager
Hyatt Regency Ahmedabad

